

Quality Assurance

A plan of this magnitude would be meaningless without creating the accountability or infrastructure to do our work better, with enhanced skills and knowledge, and to do our work with our eyes on outcomes and progress. Thus, our Quality Assurance outcome is to support our ability and capacity to do the work well and to measure our efforts.

Goals for us to achieve the outcome are to enhance staff training, enhance resource family (foster and adopt parent) training, and to use the case review process as one measure of results. A few of the major strategies we will use to accomplish these goals include:

Documenting Parental and Relative Involvement:

The case review process will review documentation of parental and extended family involvement to measure and track our method and rate of family involvement. This will assist us in better relating the actual practice in the field to the desired outcomes for family engagement, permanency and safety factors. It will also inform our decisions about what and how to offer training to enhance skills for field staff.

Indian Child Welfare (ICW) Compliance:

We have a number of strategies to track our compliance and need for skill building with ICW. Case reviews will track compliance with ICWA (Indian Child Welfare Act), use of ICW (Indian Child Welfare) specialists to provide consultation and one-on-one training, training for resource families on ICW, and providing reports and census data on compliance to the tribes are several of a group of strategies we will use to track our commitment in this area.

Providing training to Children's Administration (CA) staff and providers:

Delivering training on a number of different levels and delivered in a variety of ways is central to building our infrastructure and capacity to do our work well. Several of the strategies we will use to inform this effort include providing mandatory on-going training for staff to assist them with the need to keep skills and knowledge current and to keep staff engaged and developing, implementing a training academy for supervisors, and offering advanced CPS training.